

# Indiana Eligibility Modernization Project for the Indiana Family & Social Services Administration



## Steady State Procedures Manual and HIP Version 1.4

---

### **Disclaimer:**

No real client PI (Personal Information) or PHI (Personal Health Information) was used in this training manual. Therefore, all data displayed on the screens and/or included in the instructions is fictitious information.

---

February 29, 2008

# **Document Information**

## **Document Source**

This document is controlled through Document and Deliverable Management. To verify that this document is the latest version, contact the IEMP Project Management Office for the latest version.

## **Revision History**

<b>Version No.</b>	<b>Date</b>	<b>Summary of Changes</b>	<b>Revision Marks</b>
1.0	8/31/07	1 <sup>st</sup> handoff, original content (listed as version 0.1 draft)	
2.0	9/7/07	2 <sup>nd</sup> handoff, added new content, revisions per State comments (listed as version 0.2 draft)	
3.0	9/27/07	3 <sup>rd</sup> handoff, added new content, revisions per State comments (listed as version 0.3 draft)	
4.0	10/08/07	4 <sup>th</sup> handoff, added new content, revisions per State comments (listed as version 0.4 draft)	
5.0	12/7/07	5 <sup>th</sup> handoff, combined SSPM version 0.4 draft and HIP version 1.0 draft, added new content, revisions per State comments	
1.4	2/29/2008	6th handoff, added new content, revisions per State feedback, added disclaimer for fictitious information used. Changed version to 1.4 to match other volumes of the SSPM	

## **Peer Review History**

This document has been peer reviewed by the following people.

<b>Name</b>	<b>Date</b>



## Quality Management Review

This document has been reviewed by the following people.

Name	Date

# Master Table of Contents

<b>2.0</b>	<b>Service Center Policy and Procedures</b>			
<b>2.10</b>	Detailed Call Center Organization Work Instructions			
	2.10.1	Purpose		
	2.10.2	Scope		
	2.10.3	Call Center Process Flow		
	2.10.4	Customer Service Skills		
<b>2.11</b>	Qualifying the Caller			
	2.11.1	Overview		
	2.11.2	Types of Calls Routed to Tier 1 Intake Consultant		
	2.11.3	Types of Calls Routed to the Problem Resolution Team or Tier 2 Eligibility Specialist		
	2.11.4	Call Purpose and Authentication		
<b>2.12</b>	Screening for Potential Eligibility			
	2.12.1	Overview		
	2.12.2	Processing an Application Request		
		<b>2.12.2.1</b>	A Person Calls to Apply for Assistance/Agrees to Screen for Potential Eligibility	
		<b>2.12.2.2</b>	A Person Calls to Apply for Assistance – Decides Not to Screen	
<b>2.13</b>	Responding to Calls By Type			
	2.13.1	Screening		
		<b>2.13.1.1</b>	Can you tell me if I might be eligible for benefits without having to complete an entire application?	
		<b>2.13.1.2</b>	Do I have to do a screening to apply?	
		<b>2.13.1.3</b>	The screening showed I'm not eligible. Can I still apply?	
	2.13.2	Application Processing		
		<b>2.13.2.1</b>	How do I apply for benefits?	
		<b>2.13.2.2</b>	What are verification documents?	
		<b>2.13.2.3</b>	How long does it take to get (TANF, FS, Medicaid) benefits if I am eligible? (Or) How long does it take to process an application?	
		<b>2.13.2.4</b>	Can you send me an application?	
		<b>2.13.2.5</b>	What information do I need to give you to apply?	
		<b>2.13.2.6</b>	What do I do if I can't get the information you've asked me for?	
		<b>2.13.2.7</b>	What if I need help applying? (Or) I need help to apply	
		<b>2.13.2.8</b>	After I submit an application what happens next?	
		<b>2.13.2.9</b>	Where can I mail or fax an application/other information you have asked for?	
		<b>2.13.2.10</b>	If I am eligible how do I get my benefits?	
		<b>2.13.2.11</b>	How do you use the information I give you on my application?	
		<b>2.13.2.12</b>	Can somebody else apply for me?	

			<b>2.13.2.13</b>	Can I apply for someone else?	
			<b>2.13.2.14</b>	Where is the closest local office to me?	
			<b>2.13.2.15</b>	The application asks if I want to use the standard utility allowance. What does that mean?	
			<b>2.13.2.16</b>	What do I need to bring to my interview?	
			<b>2.13.2.17</b>	Can I have an interview in person instead of over the phone?	
			<b>2.13.2.18</b>	You sent me the application to sign and some of the information on the form is wrong (or has changed). What should I do?	
			<b>2.13.2.19</b>	How long do I have to wait for an appointment? I already sent in my application	
			<b>2.13.2.20</b>	I need proof I am no longer employed but my ex-boss won't give it to me. What can I do?	
			<b>2.13.2.21</b>	I have my pay garnished. Why do you still count my gross income?	
			<b>2.13.2.22</b>	My grandchild/niece/nephew is living with me. Can I apply for benefits for him/her? Will my income and/or resources count towards his/her benefits?	
			<b>2.13.2.23</b>	I tried to apply on your web site but am having trouble. Can you help me?	
			<b>2.13.2.24</b>	I need to apply for (or need information on) Disaster Food Stamps	
		2.13.3	Application/Case Status		
			<b>2.13.3.1</b>	I applied for benefits and haven't heard anything. Did you get my application? Has my case been approved? (Or) What is the status of my case?	
			<b>2.13.3.2</b>	Did you get the information I sent/faxed to you?	
			<b>2.13.3.3</b>	How much will I receive in Food Stamps/TANF?	
			<b>2.13.3.4</b>	I applied on the Internet. Did you get my application yet, and am I approved?	
			<b>2.13.3.5</b>	I moved and didn't get a letter to tell me if I am eligible or not	
		2.13.4	Appointment Rescheduling		
			2.13.4.1	I need to schedule my interview for a different time	
			2.13.4.2	I missed my appointment. What can I do now?	
			2.13.4.3	I need to make an appointment. (Handled initially by Tier 1, but may need escalation.)	
		2.13.5	Letters, Notices (Handled by Tier 2 ES)		
			<b>2.13.5.1</b>	I got a letter from you and don't understand it. Can you help me?	
			<b>2.13.5.2</b>	I received a re-determination form in the mail. Why do I have to complete this? I am already getting benefits.	
			<b>2.13.5.3</b>	I received a letter telling me that my 24 month clock has expired. What does that mean and what do I do now?	
			<b>2.13.5.4</b>	I forgot to send in the form you sent me regarding my Medicaid. Can I still send it in?	
			<b>2.13.5.5</b>	I lost the form you sent me. Can you send me another one?	
			<b>2.13.5.6</b>	Why am I getting a notice reducing my benefits due to a sanction?	
			<b>2.13.5.7</b>	I received a letter requesting I send in pay stubs. How many do I	

				need to send in?	
			<b>2.13.5.8</b>	I'm calling to give you the information you asked for	
			<b>2.13.5.9</b>	I got a letter from you asking me for information but I can't get that information. What do I do now?	
		2.13.6	Program-Specific Questions: Food Stamps		
			<b>2.13.6.1</b>	What is the Food Stamp Program?	
			<b>2.13.6.2</b>	What can I buy with Food Stamps?	
			<b>2.13.6.3</b>	How do I apply for Food Stamps?	
			<b>2.13.6.4</b>	How do I find out if I might be eligible for Food Stamps?	
			<b>2.13.6.5</b>	How much can I earn and still be eligible for Food Stamps?	
			<b>2.13.6.6</b>	What information do I need to provide when applying for Food Stamps?	
			<b>2.13.6.7</b>	I have no food and I need help right away. Can I get help today?	
			<b>2.13.6.8</b>	Who is eligible for Food Stamps?	
			<b>2.13.6.9</b>	There was a fire (or flood or other disaster) and my food was destroyed. Can I get help with food?	
			<b>2.13.6.10</b>	I am in college. Can I get Food Stamps?	
			<b>2.13.6.11</b>	What is the asset/resource limit for my household?	
			<b>2.13.6.12</b>	What is an asset or a resource?	
			<b>2.13.6.13</b>	Can I have a car and still get Food Stamps?	
			<b>2.13.6.14</b>	I understand they don't use Food Stamp coupons any more. How do I get my benefits?	
			<b>2.13.6.15</b>	What is the difference between gross and net income?	
			<b>2.13.6.16</b>	My mother just moved in with me and she receives Food Stamps. Can she still receive Food Stamps?	
		2.13.7	Program-Specific Questions: TANF		
			<b>2.13.7.1</b>	What is TANF?	
			<b>2.13.7.2</b>	How do I qualify for Cash Assistance?	
			<b>2.13.7.3</b>	How do I apply for Cash Assistance?	
			<b>2.13.7.4</b>	How long does it take to process an application for TANF?	
			<b>2.13.7.5</b>	I have a house my dad will give me that we live in. Can I still get Cash Assistance?	
			<b>2.13.7.6</b>	How much money can I get for my baby and me?	
			<b>2.13.7.7</b>	I'm pregnant and don't have a job. Can I get Cash Assistance?	
		2.13.8	Program-Specific Questions: Medicaid		
			<b>2.13.8.1</b>	What does Medicaid cover?	
			<b>2.13.8.2</b>	How do I apply for Medicaid?	
			<b>2.13.8.3</b>	How long does it take to process an application for Medicaid?	
			<b>2.13.8.4</b>	What information do I need to provide to apply for Medicaid?	
			<b>2.13.8.5</b>	If I've submitted an application for Medicaid, what happens next?	
			<b>2.13.8.6</b>	How much money can I make and still receive Medicaid?	
			<b>2.13.8.7</b>	I didn't receive my Medicaid card	
			<b>2.13.8.8</b>	I lost my Medicaid card (or My Medicaid card was stolen). How do I get a new one?	

		<b>2.13.8.9</b>	I lost my Medicaid card and need to go to the doctor. Can you give me my Medicaid number over the phone?	
		<b>2.13.8.10</b>	My Medicaid card does not work	
		<b>2.13.8.11</b>	The name/date of birth/sex code is wrong on my/my child's Medicaid card	
		<b>2.13.8.12</b>	I don't understand Medicaid Spend-down. Can you explain what that means?	
		<b>2.13.8.13</b>	I (or a household member) am pregnant. How can I get help with the medical bills?	
		<b>2.13.8.14</b>	I'm getting a bill and I'm on Medicaid. Why aren't my bills being paid?	
		<b>2.13.8.15</b>	I just had a baby. When will I get her Medicaid card?	
		<b>2.13.8.16</b>	I just got out of jail and need medical care. Can you help me?	
		<b>2.13.8.17</b>	I need to apply for Medicaid	
		<b>2.13.8.18</b>	I want to talk to someone about Medicaid. I don't understand my benefits and how to access them	
		<b>2.13.8.19</b>	My child is turning 18. Will he lose his Medicaid?	
		<b>2.13.8.20</b>	The Medicaid for my child was closed, but he is still in school. Can he still get Medicaid until he finishes school or moves?	
		<b>2.13.8.21</b>	Can I still get Medicaid if I have other insurance?	
		<b>2.13.8.22</b>	Can I use my Medicaid card in another state?	
		<b>2.13.8.23</b>	I own my home and need to get Medicaid. I am over 65. Will you take my home when I die?	
		<b>2.13.8.24</b>	Can you pay my Medicare premiums? Other insurance premiums?	
		<b>2.13.8.25</b>	What is the difference between Medicare and Medicaid?	
		<b>2.13.8.26</b>	How much is my Medicaid Package C premium?	
		<b>2.13.8.27</b>	Can I pay my Medicaid premium payment directly to you?	
		<b>2.13.8.28</b>	I need written verification of my benefits from the Housing Authority, Energy Assistance (or another Third Party)	
		<b>2.13.8.29</b>	Is there a way I can get emergency coverage until I can get health insurance through my employer/job?	
		<b>2.13.8.30</b>	I need some information about Care Select (or any question you receive about the Care Select program)	
	2.13.9	Hoosier Healthwise		
		<b>2.13.9.1</b>	What is Hoosier Healthwise?	
		<b>2.13.9.2</b>	How can I receive information about the Hoosier Healthwise health plans?	
		<b>2.13.9.3</b>	I want to choose a doctor/change doctors	
		<b>2.13.9.4</b>	How can I get a list of primary medical providers in my area?	
		<b>2.13.9.5</b>	What number do I call for help with Hoosier Healthwise?	
		<b>2.13.9.6</b>	How do I apply for Hoosier Healthwise?	
		<b>2.13.9.7</b>	What happens after I submit an application for Hoosier Healthwise?	
	2.13.10	Nursing Home Medicaid		
		<b>2.13.10.1</b>	How do I apply for Medicaid (for myself or someone else) to help	



				pay for Nursing Home Care?	
			<b>2.13.10.2</b>	How do I find a nursing home that accepts Medicaid?	
			<b>2.13.10.3</b>	What is a liability and how is it figured?	
			<b>2.13.10.4</b>	My mother went into the nursing home, but my dad remains in the home they share. Will my mom be able to get Medicaid and still keep their house?	
			<b>2.13.10.5</b>	How do we apply for a waiver for my mother's special in-home needs?	
			<b>2.13.10.6</b>	My mom lives in a nursing home in Michigan (or another state) and Medicaid pays her bills. We want to transfer her to an Indiana nursing home and transfer her Medicaid. How do we transfer her Medicaid to Indiana?	
			<b>2.13.10.7</b>	My mother gets Medicaid that pays for her nursing home care. She wants to leave the nursing home and return to her home. Is there any help for when she returns to her home?	
			<b>2.13.10.8</b>	My mother is in a nursing home and getting Medicaid. How much in resources can my mother have and still be eligible?	
			<b>2.13.10.9</b>	How do I get an Independent Resource Assessment for my mother?	
			<b>2.13.10.10</b>	Calls from an Agencies who assist applicants for Medicaid Waivers	
		2.13.11	Change Reporting		
			<b>2.13.11.1</b>	What kind of changes do I need to report	
			<b>2.13.11.2</b>	(Someone) in my household moved out/moved in	
			<b>2.13.11.3</b>	I moved and want to let you know my new address	
			<b>2.13.11.4</b>	When I reported my baby was born, my benefits stayed the same. Why didn't my Cash Assistance increase?	
			<b>2.13.11.5</b>	My child moved out of the house and in with his father (or other relative)	
			<b>2.13.11.6</b>	I am calling to report that I got a new job	
			<b>2.13.11.7</b>	I am calling to report that I lost my job	
			<b>2.13.11.8</b>	I am calling to report that I got a raise	
			<b>2.13.11.9</b>	I am getting a raise in my SSA check. What effect will this have on my benefits?	
			<b>2.13.11.10</b>	My hours were cut. Will my benefits go up?	
			<b>2.13.11.11</b>	I just got married/am getting married. What do I need to report?	
			<b>2.13.11.12</b>	I am calling to let you know that I had my baby	
			<b>2.13.11.13</b>	If I get married, what effect will it have on my benefits?	
			<b>2.13.11.14</b>	I am moving out of state/moved here from another state. Can you transfer my benefits?	
			<b>2.13.11.15</b>	I sold/bought a house	
			<b>2.13.11.16</b>	I got a new/different car	
			<b>2.13.11.17</b>	I changed banks	
			<b>2.13.11.18</b>	My teenager will be working two jobs this summer. Will this income reduce my benefits?	
			<b>2.13.11.19</b>	My family has started receiving health insurance through my employer (Or) My family no longer has insurance coverage	

			through my employer	
	2.13.12	EBT		
		2.13.12.1	How do I get an EBT card?	
		2.13.12.2	My EBT/Hoosier Works card does not work	
		2.13.12.3	My EBT/Hoosier Works card was lost/stolen. How do I get another one?	
		2.13.12.4	Where can I use my EBT/Hoosier works card?	
		2.13.12.5	How do I know the account balance on my EBT/Hoosier Works card?	
		2.13.12.6	I just received my EBT/Hoosier Works card in the mail. What do I do now?	
		2.13.12.7	When are EBT benefits available?	
		2.13.12.8	How do I get a vault card for EBT?	
		2.13.12.9	My PIN does not work (or Caller has other PIN-related problems)	
	2.13.13	Complaints and Appeals		
		2.13.13.1	I want to file a complaint	
		2.13.13.2	My application was denied, and I think I'm eligible. (Or) I don't agree with the decision made on my application/case.	
		2.13.13.3	I was discriminated against and want to file a complaint	
	2.13.14	Fraud		
		2.13.14.1	I want to report fraud	
		2.13.14.2	Can I report fraud without giving my name?	
		2.13.14.3	What happens after I report this fraud situation?	
	2.13.15	General Questions		
		2.13.15.1	What are your hours?	
		2.13.15.2	Where is the closest Help Center and what are their hours?	
		2.13.15.3	Calls from Media or Elected Officials	
		2.13.15.4	I need information on other community services	
		2.13.15.5	I have questions about Medicare Part D	
		2.13.15.6	I have an application/documents/information to send you. Where do I send it?	
	2.13.16	Third Party Calls (such as Housing Authorities, Providers)		
		2.13.16.1	Calling to verify a person is receiving benefits	
	2.13.17	IMPACT		
		2.13.17.1	I need to go to job orientation, etc. Where do I go? What do I do? (All Other IMPACT Questions.)	
	2.13.18	Out of State Inquiry		
		2.13.18.1	Call from another State seeking information on benefits received in Indiana	
		2.13.18.2	Call from another State in response to Coalition call about benefits received in the other state. (WG could have left message for point of contact to call us back.)	
	2.13.19	Call-back From a Client		
	2.13.20	Any Question to Which You Do Not Know the Answer		
	2.13.21	State Funded Program Calls (How to Apply)		

		2.13.22	This section has been redacted	
		2.13.23	I need some information about HIP (Healthy Indiana Plan)	
		2.13.24	Overpayment Claims and Taxes	
		2.13.25	PERM (Payment Error Rate Measurement)	
<b>3.0</b>	<b>For Future Use</b>			
	<b>3.1</b>			
	<b>3.2</b>			
	<b>3.3</b>			
	<b>3.4</b>	Detailed Service Center Work Instructions		
		3.4.1	Purpose	
		3.4.2	Scope	
		3.4.3	Service Center Process Flow	
		3.4.4	Data Collection and Referral for Eligibility Determination and Authorization	
	<b>3.5</b>	Processing An Application, Part I		
		3.5.1	Overview	
		3.5.2	Workgroup Responsibilities	
		3.5.3	Workgroup 1 Work Instructions	
			<b>3.5.3.1</b> New Application Ready for Initial Review – [Program(s) Applied For]	
			<b>3.5.3.2</b> Add Member	
			<b>3.5.3.3</b> Add Authorized Representative	
			<b>3.5.3.4</b> Add Member Relationship	
			<b>3.5.3.5</b> Research Invalid New Application	
			3.5.3.5.1 Invalid Application Contains Name, Address and Program Request – No Signature	
			3.5.3.5.2 Invalid Application Contains Name, Address and Signature – No Program Request	
			<b>3.5.3.6</b> Invalid Application Contains Name, Signature and Program Request – No Address	
			<b>3.5.3.7</b> Unable to Contact Applicant via Telephone for an Invalid Application	
			<b>3.5.3.8</b> Out-of-State Inquiry Request	
			<b>3.5.3.9</b> Information Request from External Party	
			<b>3.5.3.10</b> No Signed Release of Information on File	
	<b>3.5</b>	Processing An Application, Part II		
		3.5.4	Workgroup 2 Work Instructions	
			<b>3.5.4.1</b> Process New Application – [Program(s) Applied For]	
			<b>3.5.4.2</b> Add Absent Parent	
			<b>3.5.4.3</b> Add Asset	
			<b>3.5.4.4</b> Add Earned Income	
			<b>3.5.4.5</b> Add Other Income	
			<b>3.5.4.6</b> Add Expense	

			<b>3.5.4.7</b>	ICES Reconciliation Screens	
			<b>3.5.4.8</b>	Process New Application with Active Case/Member [Program(s) Applied For]	
			<b>3.5.4.9</b>	Add a New Program [Program(s) Applied For]	
			<b>3.5.4.10</b>	Potentially Duplicate Application/Redetermination	
			<b>3.5.4.11</b>	Phone Interview Scheduled	
			<b>3.5.4.12</b>	Unable to Contact Applicant/Authorized Representative for Phone Interview	
			<b>3.5.4.13</b>	Joint Data Gathering Interview with the State	
			<b>3.5.4.14</b>	Delayed Data Broker Results Ready for Review	
			<b>3.5.4.15</b>	Threshold Approaching – Checklist Incomplete	
			<b>3.5.4.15</b>	Review Food Stamps Application Approaching 31st Day Deadline	
			<b>3.5.4.17</b>	Review Food Stamps Application Approaching 31st Day Deadline – No Interview Completed	
			<b>3.5.4.18</b>	Asset/Trust Review Completed	
			<b>3.5.4.19</b>	Out-of-State Inquiry Results	
			<b>3.5.4.20</b>	Front-End Integrity Review Results	
			<b>3.5.4.21</b>	Systematic Alien Verification Entitlement (SAVE) Response	
			<b>3.5.4.22</b>	Child Support Good Cause Response	
			<b>3.5.4.23</b>	Medical Assignment Good Cause Response	
		3.5.5	Initiate Tasks		
			<b>3.5.5.1</b>	Initiate Rescan Request Task	
			<b>3.5.5.2</b>	Image Rescan is Illegible	
			<b>3.5.5.3</b>	Initiate Rearrange Document Task	
			<b>3.5.5.4</b>	Initiate Out-of-State Inquiry Request Task	
			<b>3.5.5.5</b>	Initiate Potentially Duplicate Application/Redetermination Task	
			<b>3.5.5.6</b>	Initiate Research Invalid New Application Task	
			<b>3.5.5.7</b>	Initiate Front-End Integrity Review Referral Task	
			<b>3.5.5.8</b>	Initiate Suspected Fraud Referral Task	
			<b>3.5.5.9</b>	Initiate Asset/Trust Review Requested Task	
			<b>3.5.5.10</b>	Initiate Benefit Under-issuance or Benefit Recovery Referral Task	
			<b>3.5.5.11</b>	Initiate Process MA B/D Application Task	
			<b>3.5.5.12</b>	Initiate Process MA D Application – Accelerated Task	
			<b>3.5.5.13</b>	Initiate Additional Information Submitted Task	
			<b>3.5.5.14</b>	Initiate Child Support Good Cause Request Task	
			<b>3.5.5.15</b>	Initiate Medical Assignment Good Cause Request Task	
			<b>3.5.5.16</b>	Initiate Systematic Alien Verification Entitlement (SAVE) Request Task	
			<b>3.5.5.17</b>	Initiate Resource Assessment Request Task	
			<b>3.5.5.18</b>	Initiate ACS Policy Request Task	
			<b>3.5.5.19</b>	Initiate Intent to Cure for <Client Name> <RID> Task	
			<b>3.5.5.20</b>	Initiate Reported Change Task	
			<b>3.5.5.21</b>	Initiate New Application Ready for Initial Review Task	
		3.5.6	Solicited Document(s)		

			<b>3.5.6.1</b>	Solicited Document(s) Not Received for New Application – Medicaid Categories MA C, MA U, MA T< MA O, Aged, Disabled, Blind, QMB, SLMB	
		3.5.7	Thornton-Related Solicited Documents		
			<b>3.5.7.1</b>	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice	
			<b>3.5.7.2</b>	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice	
		3.5.8	Workgroup 2 Work Instructions		
			<b>3.5.8.1</b>	Ready for Second Party Review (SPR)	
			<b>3.5.8.2</b>	Initiate SPR Errors Task	
		3.5.9	Workgroup 2 Coaches Work Instructions		
			<b>3.5.9.1</b>	Returned by State	
			<b>3.5.9.2</b>	Forward Returned by State Task to the FSSA Queue	
			<b>3.5.9.3</b>	ACS Policy Request	
			<b>3.5.9.4</b>	ACS Policy Unit Response	
			<b>3.5.9.5</b>	SPR Errors	
	<b>3.6</b>	Maintaining a Case Part I			
		3.6.1	Overview		
		3.6.2	Maintain a Case Users		
		3.6.3	Changes		
			<b>3.6.3.1</b>	Change Reported to the Call Center during Business Hours	
			<b>3.6.3.2</b>	Processing a Change Received from the Call Center	
			<b>3.6.3.3</b>	Change Reported to the Call Center After Business Hours	
			<b>3.6.3.4</b>	Change Reported by Fax, Mail, or Web	
			<b>3.6.3.5</b>	Request to Change Due Date of Solicited Documents	
		3.6.4	Changes Generated from ICES Alerts to Tasks		
			<b>3.6.4.1</b>	Data Exchange Tasks	
			<b>3.6.4.2</b>	Process Solicited Documents Received or Not Received	
			<b>3.6.4.3</b>	Mass Change Tasks	
			<b>3.6.4.4</b>	Household Change Expected Task	
			<b>3.6.4.5</b>	IMPACT IV-D Alerts to Tasks	
		3.6.5	Common Tasks to Create		
			<b>3.6.5.1</b>	Initiate Duplicate Recipient Identification Number or Social Security Number	
			<b>3.6.5.2</b>	Initiate Suspected Fraud Referral	
			<b>3.6.5.3</b>	Initiate Under-Issuance or Over-Issuance of Benefits	
			<b>3.6.5.4</b>	Initiate Asset/Trust Review Request	
			<b>3.6.5.5</b>	Initiate Auxiliary Referral	
			<b>3.6.5.6</b>	Initiate a FIAT Request	
			<b>3.6.5.7</b>	Initiate a Spend-Down or Liability Correction	
			<b>3.6.5.8</b>	Initiate a Systematic Alien Verification Entitlement (SAVE) Request	
			<b>3.6.5.9</b>	Initiate a Child Support Good Cause Request	

			<b>3.6.5.10</b>	Initiate a Medical Assignment Good Cause Request	
			<b>3.6.5.11</b>	Information Request from an External Party	
			<b>3.6.5.12</b>	Estate Recovery Referrals	
	<b>3.6</b>	Maintaining a Case Part II			
		3.6.6	Complaints		
			<b>3.6.6.1</b>	Complaint Received by the Call Center	
			<b>3.6.6.2</b>	Process Complaint (WG 6)	
			<b>3.6.6.3</b>	Complaints Regarding Discrimination	
			<b>3.6.6.4</b>	Complaints Received by Mail or Fax	
			<b>3.6.6.5</b>	Complaints Received that are not Related to a Known Case or Application	
			<b>3.6.6.6</b>	Complaints Requiring State Response	
			<b>3.6.6.7</b>	Complaints Requiring Involvement by a Team Lead	
		3.6.7	Hearings and Appeals		
			<b>3.6.7.1</b>	Process Appeal Requested by Phone	
			<b>3.6.7.2</b>	Process a Request for an Appeal and a Hearing (WG 7)	
				3.6.7.2.1 Unable to Contact Client/Authorized Representative for Pre-Hearing Conference	
			<b>3.6.7.3</b>	Process Hearing Decision (WG 7)	
			<b>3.6.7.4</b>	Hearing Withdrawal Received by Phone or Document	
		3.6.8	Periodic Reports for the Transitional Medical Assistance (MA F) Category		
			<b>3.6.8.1</b>	Process a Returned Periodic Report Form	
			<b>3.6.8.2</b>	Periodic Report Form Not Returned	
		3.6.9	TANF Time Limit Extensions		
		3.6.10	Replacement of Food Stamps Due to Disaster		
		3.6.11	WG 12 Waiver/Nursing Home Tasks		
		3.6.12	Medicaid Disability Progress Reports		
		3.6.13	IMPACT Related Tasks		
			<b>3.6.13.1</b>	Intent to Cure a Sanction	
			<b>3.6.13.2</b>	Request for Sanction Task Needs to be Denied	
		3.6.14	Processing of a Medicaid Category Change (Clevidence v. Sullivan)		
			<b>3.6.14.1</b>	Processing Non-Claim Medical Expenses for Spend-Down	
		3.6.15	Commonly Reported Changes		
			<b>3.6.15.1</b>	Add a Baby	
			<b>3.6.15.2</b>	Address Change	
			<b>3.6.15.3</b>	New Individual Moves into a Household	
			<b>3.6.15.4</b>	Remove an Individual from a Household	
			<b>3.6.15.5</b>	New Income Reported	
			<b>3.6.15.6</b>	Report of Change in or Loss of Income	
			<b>3.6.15.7</b>	Change in Shelter Costs	
			<b>3.6.15.8</b>	Report of Death	
			<b>3.6.15.9</b>	Full Family Sanction Processing	
		3.6.16	Reported Changes to Add		

			<b>3.6.16.1</b>	Change in Dependent Care Costs	
			<b>3.6.16.2</b>	Change in Payments to Dependents	
			<b>3.6.16.3</b>	Change in TPL Coverage	
			<b>3.6.16.4</b>	Add TPL Coverage	
			<b>3.6.16.5</b>	Change in Medical Expenses	
			<b>3.6.16.6</b>	Change in Household Relationships (Marriage or Divorce)	
			<b>3.6.16.7</b>	Change in School Status	
			<b>3.6.16.8</b>	Individual in Household is Pregnant	
			<b>3.6.16.9</b>	Change in Individual's Name	
			<b>3.6.16.10</b>	Change in Citizenship Status	
	<b>3.7</b>	Processing a Re-determination			
		3.7.1	Workgroup Responsibilities		
		3.7.2	Overview		
		3.7.3	Processing a Re-determination		
			<b>3.7.3.1</b>	Re-determination Data Gathering Interview	
			<b>3.7.3.2</b>	Joint Data Gathering Interview with the State	
			<b>3.7.3.3</b>	Unable to Contact Client for Data Gathering Interview	
			<b>3.7.3.4</b>	No Show for Redetermination Containing HHW Category	
		3.7.4	Add Individual(s) on a Re-determination Form		
			<b>3.7.4.1</b>	Add Individual(s) with an Existing Open Case	
			<b>3.7.4.2</b>	Add Individual(s) with an Inactive Case	
			<b>3.7.4.3</b>	Add Individual(s) with No ICES History	
		3.7.5	Add a Program to a Re-determination		
			<b>3.7.5.1</b>	Add One or More Programs to a Re-determination	
		3.7.6	Hoosier Healthwise Re-determination		
			<b>3.7.6.1</b>	Initiate a HHW Re-determination Initial Contact Letter	
			<b>3.7.6.2</b>	Initiate a HHW Re-determination Packet	
			<b>3.7.6.3</b>	Process a Hoosier Healthwise Re-determination	
		3.7.7	Documents		
		3.7.8	Parking the Work Task		
			<b>3.7.8.1</b>	Unable to Resolve Parked Task	
		3.7.9	Forward/Make Referral to Different Workgroup		
			<b>3.7.9.1</b>	Asset/Trust Review Required	
			<b>3.7.9.2</b>	Second Party Review (SPR)	
			<b>3.7.9.3</b>	Initiate Benefit Recovery/Suspected Fraud Referrals	
		3.7.10	Re-determination Returned by State		
		3.7.11	Potentially Duplicate Re-determination		
			3.7.11.1	Processing a Duplicate Re-determination Received for an Existing Active Case	
			3.7.11.2	Processing a System-Flagged Duplicate Re-determination as Separate Re-determinations	
		3.7.12	Unreadable Image		

	<b>3.8</b>	Special Programs Overview			
		3.8.1	Medicaid Burial Assistance Request Work Instructions		
			<b>3.8.1.1</b>	Overview	
			<b>3.8.1.2</b>	Processing Medicaid Burial Applications	
		3.8.2	Children's Special Health Care Services Request (CSHCS)		
			<b>3.8.2.1</b>	Overview	
			<b>3.8.2.2</b>	Processing an Application for Children's Special Health Care Services	
		3.8.3	Room and Board Assistance and ARCH		
			<b>3.8.3.1</b>	Overview	
			<b>3.8.3.2</b>	Processing County Number for RBA/ARCH Case	
			<b>3.8.3.3</b>	Processing Applications for Room and Board Assistance	
			<b>3.8.3.4</b>	Processing Applications for ARCH	
			<b>3.8.3.5</b>	Processing Applications for ARCH After State Authorization	
		3.8.4	Refugee Cash Assistance and Refugee Medicaid Assistance Request		
			<b>3.8.4.1</b>	Overview	
			<b>3.8.4.2</b>	Processing Refugee Cash and Medicaid Assistance Applications	
	<b>3.9</b>	Asset Trust Review, Independent Resource Assessment, and Medicare Catastrophic Coverage Act			
		3.9.1	Overview of Asset Trust Review		
			<b>3.9.1.1</b>	Conducting an Asset/Trust Data Collection Review	
			<b>3.9.1.2</b>	Escalate Policy Interpretation Questions Regarding Asset/Trust Data Collection Review	
			<b>3.9.1.3</b>	Response is Received from the Coach, ACS Policy Unit, or State Policy	
			<b>3.9.1.4</b>	Documents Requested for Asset/Trust Review Not Received	
		3.9.2	Independent Resource Assessment		
			<b>3.9.2.1</b>	Independent Resource Assessment Requested	
			<b>3.9.2.2</b>	Independent Resource Assessment Received	
			<b>3.9.2.3</b>	Independent Resource Assessment either Partially Received Documents or Not Received	
		3.9.3	Medicare Catastrophic Coverage Act (MCCA)		
	<b>3.10</b>	Process Benefit Recovery			
		3.10.1	Workgroup Responsibilities		
		3.10.2	Claim Screens		
		3.10.3	Overview		
		3.10.4	Initiate Benefit Recovery and/or Suspected Fraud Referrals		
			<b>3.10.4.1</b>	Initiate Benefit Overpayment Referral	
			<b>3.10.4.2</b>	Initiate Benefit Underpayment Referral	
			<b>3.10.4.3</b>	Initiate Suspected Fraud Referral	
			<b>3.10.4.4</b>	Initiate Front-end Integrity Referral	
		3.10.5	Benefit Recovery Referrals		
			<b>3.10.5.1</b>	Process a Benefit Recovery Referral with Overpayment	
			<b>3.10.5.2</b>	Process a Benefit Recovery Referral With Underpayment	



	3.10.6	Validity of Benefit Recovery Referrals	
		<b>3.10.6.1</b>	Benefit Recovery Timeframe Incorrect
		<b>3.10.6.2</b>	Benefit Recovery Claim Not Valid
	3.10.7	Suspected Fraud Referrals	
		<b>3.10.7.1</b>	Process Suspected Fraud Referral
		<b>3.10.7.2</b>	Process Front End-Integrity Review Referral
		<b>3.10.7.3</b>	Process Front-End Integrity Review Results
		<b>3.10.7.4</b>	No Suspected Fraud Found
	3.10.8	Compliance Division	
		<b>3.10.8.1</b>	Refer to the Compliance Division
		<b>3.10.8.2</b>	Results from the Compliance Division
	3.10.9	Documents	
		<b>3.10.9.1</b>	Additional Documents Required
		<b>3.10.9.2</b>	Documents Requested Not Received
	3.10.10	Claim Notice/Repayment Agreement	
		<b>3.10.10.1</b>	Return of Claim Notice
		<b>3.10.10.2</b>	Claim Notice Not Returned for Active Case
		<b>3.10.10.3</b>	Claim Notice Not Received for Inactive Case
	3.10.11	Cancel a Claim or Claim Referral	
	3.10.12	Administrative Disqualification Hearings	
		<b>3.10.12.1</b>	Process an Administrative Disqualification Hearing
		<b>3.10.12.2</b>	Hearing Decision Entered
		<b>3.10.12.3</b>	ADH Waiver Signed and Returned by Client
		<b>3.10.12.4</b>	Adding an IPV to ICES
	3.10.13	Processing Claims Referred Prior to Transition	
	3.10.14	Inter-State Food Stamp Claims Transfers	
		<b>3.10.14.1</b>	Receiving Out-of-State Claims
		<b>3.10.14.2</b>	Transferring Claims Outside of Indiana
<b>3.11</b>	Common Processes Overview		
	3.11.1	Creating, Parking, Forwarding, Getting and Opening Tasks	
		<b>3.11.1.1</b>	Overview
		<b>3.11.1.2</b>	Create a Task
		<b>3.11.1.3</b>	Create User-Defined Tasks
		<b>3.11.1.4</b>	Create User-Defined Tasks from User Home page
		<b>3.11.1.5</b>	Park a Task
		<b>3.11.1.6</b>	Retrieve a Parked Task
		<b>3.11.1.7</b>	Unable to Resolve a Parked Task
		<b>3.11.1.8</b>	Forward a Task
		<b>3.11.1.9</b>	Getting Tasks
		<b>3.11.1.10</b>	Getting the Next Task
		<b>3.11.1.11</b>	Getting a Task Automatically
		<b>3.11.1.12</b>	Opening a Task
		<b>3.11.1.13</b>	Closing a Task

		3.11.2	Document Management	
			3.11.2.1	Overview
			3.11.2.2	Non-indexed Documents Received
			3.11.2.3	Returned Mail
			3.11.2.4	Rearranging a Document
			3.11.2.5	Disassembling and Reassembling Multiple-Page Documents
			3.11.2.6	Splitting Document Images – Extracting Page(s) from One Document to Establish a New Document
			3.11.2.7	Separating Multiple Images from Single Document
		3.11.3	Search Instructions	
			3.11.3.1	Overview
			3.11.3.2	Purpose of Searches
			3.11.3.3	Search Results
			3.11.3.4	Best Practice Suggestions
			3.11.3.5	Searching for a Person Work Instructions
			3.11.3.6	Searching for a Case Work Instructions
			3.11.3.7	Searching for a Non-Indexed Document Work Instructions
			3.11.3.8	Task Search Work Instructions
			3.11.3.9	Searching for an Internal User Work Instructions
		3.11.4	Sending Notices	
			3.11.4.1	Overview
			3.11.4.2	Correspondence Status in the WFMS
			3.11.4.3	Create Correspondence in the WFMS
			3.11.4.4	Add Addressee
			3.11.4.5	Attach Document
			3.11.4.6	Print Correspondence
			3.11.4.7	View Correspondence History in the WFMS
			3.11.4.8	Edit Correspondence in the WFMS
			3.11.4.9	Delete Correspondence in the WFMS
			3.11.4.10	Re-mail Correspondence in the WFMS
			3.11.4.11	Create Correspondence from the File Server
			3.11.4.12	Creating an Attachment from the File Server
			3.11.4.13	Re-mail Correspondence in ICES
			3.11.4.14	Correspondence Screens in ICES
			3.11.4.15	Re-mail Correspondence in ICES from CNVN
			3.11.4.16	Re-mail Correspondence in ICES from CNHS
		3.11.5	Processing Solicited Documents	
			3.11.5.1	Overview
			3.11.5.2	Processing Receipt of Solicited Documents
			3.11.5.3	Solicited Documents Received
			3.11.5.5	Unsolicited Documents Received
			3.11.5.6	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled,

				Blind, QMB, SLMB		
			3.11.5.7	Thornton-Related Solicited Documents		
	3.12	Communications Queue – Work Instructions				
		3.12.1	Overview			
		3.12.2	Receiving and Routing Tasks in the Communications Queue			
4.0	Reference Documents					
5.0	Forms					
6.0	High-level Process Diagram					
7.0	High-level Call Flow Diagram					
8.0	HIP SSPM					
	8.1	Call Routing and Authentication				
		8.1.1	Overview			
		8.1.2	Types of Calls Routed to a Tier 1 HIP Intake Consultant			
		8.1.3	Types of Calls Routed to a Tier 2 HIP Eligibility Specialist			
		8.1.4	Call Purpose and Authentication			
	8.2	Screening for Potential Eligibility and Processing HIP Application Requests				
		8.2.1	Screening for Potential Eligibility			
			8.2.1.1	Overview		
		8.2.2	Processing a HIP Application Request			
			8.2.1.1	A Person Calls to Apply for Assistance – Agrees to Screen for Potential Eligibility		
			8.2.2.2	A Person Calls to Apply for HIP and Other Benefits – Agrees to Complete Screening		
			8.2.2.3	A Person Calls to Apply for HIP – Decides Not to Screen		
			8.2.2.4	A Person Calls to Apply for HIP and Other Programs – Decides Not to Screen		
	8.3	Call Center Scripts				
		8.3.1	Screening			
			8.3.1.1	Can you tell me if I might be eligible for HIP without having to complete an entire application?		
			8.3.1.2	Do I have to do a screening to apply?		
			8.3.1.3	Who can get HIP?		
			8.3.1.4	The screening showed I'm not eligible. Can I still apply?		
		8.3.2	Application			
			8.3.2.1	How do I apply for the Healthy Indiana Plan?		
			8.3.2.2	Can I apply for HIP and Food Stamps, Cash Assistance or Medicaid at the same time?		
			8.3.2.3	I got a letter from you and don't understand it. Can you help me?		
			8.3.2.4	I lost the form you sent me. Can you send me another one?		

			<b>8.3.2.5</b>	I received a letter requesting I send in pay stubs. How many do I need to send in?	
			<b>8.3.2.6</b>	What is the mailing address or fax number where I can send my application or information you have asked for?	
			<b>8.3.2.7</b>	What information do I need to provide when applying for HIP? (or what documents will you ask for when I apply?)	
			<b>8.3.2.8</b>	What do I do if I can't get the information you have asked me for?	
			<b>8.3.2.9</b>	How long does it take to process an application for HIP?	
			<b>8.3.2.10</b>	What is a POWER Account?	
			<b>8.3.2.11</b>	If I have submitted an application for HIP, what happens next?	
			<b>8.3.2.12</b>	I received an interview appointment about my HIP Application and need to reschedule. How do I reschedule my interview appointment?	
			<b>8.3.2.13</b>	I missed my appointment. What can I do now?	
			<b>8.3.2.14</b>	I'm calling to give you the information you asked for	
			<b>8.3.2.15</b>	I need proof I am no longer employed but my ex-boss won't give it to me. What can I do?	
			<b>8.3.2.16</b>	I have an application/documents/information to send you. Where do I send it?	
			<b>8.3.2.17</b>	What are verification documents?	
			<b>8.3.2.18</b>	What if I need help applying? (Or) I need help to apply	
			<b>8.3.2.19</b>	How do you use the information I give you on my application?	
			<b>8.3.2.20</b>	Can somebody else apply for me?	
			<b>8.3.2.21</b>	Can I apply for someone else?	
			<b>8.3.2.22</b>	I have my pay garnished. Why do you still count my gross income?	
		8.3.3	Application/Case Status		
			<b>8.3.3.1</b>	I applied for benefits and haven't heard anything. Did you get my application? Has my case been approved? (Or) What is the status of my case?	
			<b>8.3.3.2</b>	Did you get the information I sent/faxed to you?	
			<b>8.3.3.3</b>	I heard on the news that HIP applications have already been processed. I have not received a notice about my application. When will I get it?	
		8.3.4	Change Reporting		
			<b>8.3.4.1</b>	What kind of change do I need to report?	
			<b>8.3.4.2</b>	I am calling to report that I got a raise	
			<b>8.3.4.3</b>	I moved and didn't get a letter to tell me if I am eligible or not	
			<b>8.3.4.4</b>	Someone in my household moved out/moved in	
			<b>8.3.4.5</b>	I moved and want to let you know my new address	
			<b>8.3.4.6</b>	I am calling to report that I got a new job	
			<b>8.3.4.7</b>	I am calling to report I lost my job	
			<b>8.3.4.8</b>	I am getting a raise in my SSA check. What affect will this have on my benefits?	
			<b>8.3.4.9</b>	My hours were cut. Will my HIP POWER Account payments go down?	

			<b>8.3.4.10</b>	I just got married/am getting married. What do I need to report?	
			<b>8.3.4.11</b>	If I get married, what effect will it have on my HIP coverage?	
			<b>8.3.4.12</b>	I am moving out of state, can you transfer my HIP coverage?	
			<b>8.3.4.13</b>	My family has started receiving health insurance through my employer	
			<b>8.3.4.14</b>	Why did my Food Stamps go up but my HIP POWER Account payments remain the same?	
		8.3.5	Other Questions		
			<b>8.3.5.1</b>	If I am eligible, how do I use HIP?	
			<b>8.3.5.2</b>	My HIP card does not work	
			<b>8.3.5.3</b>	I'm getting a bill and I'm on HIP. Why aren't my bills being paid?	
			<b>8.3.5.4</b>	I need written verification of my benefits for the Housing Authority, Energy Assistance (or another Third Party)	
			<b>8.3.5.5</b>	Can I get emergency coverage until I can get health insurance through my employer/job?	
			<b>8.3.5.6</b>	How can I get a list of primary medical providers in my area?	
			<b>8.3.5.7</b>	What happens to my HIP coverage if I get pregnant?	
			<b>8.3.5.8</b>	I want to talk to someone about HIP. I don't understand my benefits and how to access them	
			<b>8.3.5.9</b>	Can I use my HIP card in another state?	
			<b>8.3.5.10</b>	How much are my HIP payments?	
			<b>8.3.5.11</b>	Have you received my HIP Payment?	
			<b>8.3.5.12</b>	Can I pay my HIP premium payment directly to you?	
			<b>8.3.5.13</b>	My application was denied, and I think I'm eligible. (Or) I don't agree with the decision made on my application/case	
			<b>8.3.5.14</b>	Can I still get HIP if I have other insurance?	
			<b>8.3.5.15</b>	What is the Healthy Indiana Plan, also known as HIP?	
			<b>8.3.5.16</b>	What do I do if I do not receive or I lost my HIP identification card?	
			<b>8.3.5.17</b>	What if my doctor decides not to participate in HIP and I need a new doctor, or how can I obtain a list of primary medical providers in my area?	
			<b>8.3.5.18</b>	What does HIP cover?	
			<b>8.3.5.19</b>	If I qualify, when will I be able to use my benefits?	
			<b>8.3.5.20</b>	How long am I covered in the Healthy Indiana Plan?	
			<b>8.3.5.21</b>	Where do I send my POWER Account contribution	
			<b>8.3.5.22</b>	What if I have questions about my POWER Account?	
			<b>8.3.5.23</b>	What number do I call when I need help with HIP?	
			<b>8.3.5.24</b>	I did not select my Health Plan provider. Can you tell me who it is?	
			<b>8.3.5.25</b>	What is a Health Plan Provider?	
			<b>8.3.5.26</b>	How much is my contribution to my POWER Account?	
			<b>8.3.5.27</b>	How is my contribution to my POWER Account calculated?	
			<b>8.3.5.28</b>	I need more information about the Health Plans before I pick one of them	

			<b>8.3.5.29</b>	I want to change my Health Plan	
			<b>8.3.5.30</b>	I don't know what Health Plan I am in	
			<b>8.3.5.31</b>	Calls from Media or Elected Officials	
	<b>8.4</b>	Processing a HIP Application – Part I			
		8.4.1	Overview		
		8.4.2	Workgroup Responsibilities		
		8.4.3	HIP Workgroup 1 Work Instructions		
			<b>8.4.3.1</b>	New HIP Application ready for Initial Review	
			<b>8.4.3.2</b>	Add Member	
			<b>8.4.3.3</b>	Add Authorized Representative	
			<b>8.4.3.4</b>	Add Member Relationship	
			<b>8.4.3.5</b>	Research Invalid New Application	
			<b>8.4.3.6</b>	Invalid Application Contains Name and Address, but no Signature	
			<b>8.4.3.7</b>	Invalid Application Contains Name and Signature, but No Address	
			<b>8.4.3.8</b>	Pregnancy	
			<b>8.4.3.9</b>	Information Request from External Party	
			<b>8.4.3.10</b>	No Signed Release of Information on File	
			<b>8.4.3.11</b>	Create Application Case	
			<b>8.4.3.12</b>	ICES Failure Messages	
	<b>8.4</b>	Processing an HIP Application Part II			
		8.4.4	Workgroup 2 Work Instructions		
			<b>8.4.4.1</b>	Process New Application - HIP	
			<b>8.4.4.2</b>	Add Earned Income	
			<b>8.4.4.3</b>	Add Other Income	
			<b>8.4.4.4</b>	Add Expense	
			<b>8.4.4.5</b>	Add Health Screening Questionnaire	
			<b>8.4.4.6</b>	Process New Application with Active Case/Member HIP	
			<b>8.4.4.7</b>	Add a New Program HIP	
			<b>8.4.4.8</b>	Potentially Duplicate Application/Re-determination	
			<b>8.4.4.9</b>	Phone Interview Scheduled	
			<b>8.4.4.10</b>	Unable to Contact Applicant/Authorized Representative for Phone Interview	
			<b>8.4.4.11</b>	Threshold Approaching – Checklist Incomplete	
			<b>8.4.4.12</b>	Systematic Alien Verification Entitlement (SAVE) Response	
			<b>8.4.4.13</b>	Medical Assignment Good Cause Response	
			<b>8.4.4.14</b>	Initiate an Out-of-State Inquiry	
		8.4.5	Initiate Tasks		
			<b>8.4.5.1</b>	Initiate Rescan Request Task	
			<b>8.4.5.2</b>	Initiate Rescan is Illegible	
			<b>8.4.5.3</b>	Initiate Rearrange Document Task	
			<b>8.4.5.4</b>	Initiate Potentially Duplicate Application/Re-determination Task	
			<b>8.4.5.5</b>	Initiate Research Invalid New Application Task	

			8.4.5.6	Initiate Suspected Fraud Referral Task	
			8.4.5.7	Initiate Benefit Under Issuance or Benefit Recovery Referral Task	
			8.4.5.8	Initiate Additional Information Submitted Task	
			8.4.5.9	Initiate Medical Assignment Good Cause Request Task	
			8.4.5.10	Initiate Systematic Alien Verification Entitlement (SAVE) Request Task	
			8.4.5.11	Initiate ACS Policy Request Task	
			8.4.5.12	Initiate Reported Change Task	
		8.4.6	Solicited Document(s)		
		8.4.7	Workgroup 2 Coaches Work Instructions		
			8.4.7.1	Returned by State	
			8.4.7.2	ACS Policy Request	
			8.4.7.3	ACS Policy Unit Response	
	8.5	HIP Change Reporting			
		8.5.1	Overview		
		8.5.2	HIP Change Reporting Users		
		8.5.3	Changes		
			8.5.3.1	Health Plan Reports HIP Recipient Has Paid POWER Account Contribution	
			8.5.3.2	Health Plan Reports HIP Recipient has Not Paid POWER Account Contribution	
			8.5.3.3	Change Resulting from POWER Account Status form	
			8.5.3.4	Change Reported to Call Center during Business Hours	
			8.5.3.5	Processing a Change Received from the Call Center	
			8.5.3.6	Change Reported to Call Center after Business Hours	
			8.5.3.7	Change Reported by Fax or Mail	
			8.5.3.8	Request to Change Due Date of Solicited Documents	
			8.5.3.9	Changes Generated from ICES Alerts to Tasks	
				8.5.3.9.1 Processing Data Exchange Tasks	
				8.5.3.9.2 Processing ICES Alert Tasks	
			8.5.3.10	Processing a Change Resulting in HIP Closure Due to Eligibility for Medicaid	
			8.5.3.11	Processing a Change Resulting in HIP Ineligibility	
	8.6	Common Processes			
		8.6.1	Documents and Document Types for HIP		
	8.7	HIP Reference Documents			
		8.7.1	Glossary		
		8.7.2	HIP Queues with Tasks and Instructions		
		8.7.3	ICES Driver Flow with HIP		
		8.7.4	HP Fiat Instructions		
		8.7.5	Enrollment Centers and Enrollment Center Codes		
		8.7.6	HIP State Review and Eligibility Determination Needed		
	8.8	HIP Forms			

		8.8.1	Policy Interpretation Request	
		8.8.2	HIP Report of Change - Client	
		8.8.3	Plan POWER Account Status	
		8.8.4	HIP Application Instructions	
		8.8.5	HIP Application FINAL	
		8.8.6	HIP Application FINAL Spanish	